

LevelBlue



CUSTOMER STORIES / ENGINEERING TECHNOLOGY COMPANY

Security Expertise, Comprehensive Services Protect Global Engineering Supplier's New Company

Overview

An established engineering data and technology provider had a strong track record and global reach. After being acquired, it needed to find a cybersecurity partner with comprehensive services to protect the new, stand-alone company.

Leading with a Cybersecurity-Simplified Strategy

It's a well-trod path of corporate evolution: Organizations that have grown successfully in a particular area of business become attractive to others looking to help fuel their own expansion and profitability. If one piece of the newly acquired firm is deemed an outlier to the overall goal, the new owners often look to find a buyer for that component.

That was the situation surrounding a well-established, mid-sized engineering solutions organization in 2022. With about \$400 million in annual revenue from customers in more than 80 countries, some 1,200 employees spread throughout nine global offices, and several decades of achievement, the organization was highly attractive to its new buyer. Just one thing was missing: a well-staffed security operations center (SOC) with leading technology in place. In fact, the newly acquired entity had only a single security officer.

An introduction by leading technology services distributor created an opportunity. LevelBlue responded to—and won—an RFP to support the design, implementation, and continuing support for the newly acquired company's cybersecurity operations.

Propelling LevelBlue's victory was its proposal to protect the new company's core business operations, including all systems, networks, devices, and data, using advanced tools and services, along with highly skilled, experienced cybersecurity personnel. The primary goals set out by the company were: improve operational performance; lower costs; and advance the efficiency of the company's business and IT functions—all achievements that would enable the company to continue extending exceptional, secure services to its global customers.

Highlights

- Full suite of managed security services
- Highly skilled cybersecurity professional services team
- Custom SOCaaS

Cybersecurity Managed Services Solution

- Complete cybersecurity system design by experienced project managers and cybersecurity architects
- Custom SOCaaS
- LevelBlue Managed Endpoint Security powered by SentinelOne
- LevelBlue Secure Workforce powered by Check Point
- LevelBlue Managed Vulnerability Program

A Trusted Partner with Comprehensive Services

In initial discussions, the new entity's leadership made it clear they weren't interested in point solutions; they wanted a supplier that could bring a complete portfolio of managed security and consulting services to the table and manage everything through a world-class SOC. Above all, lacking their own cybersecurity team, they needed a trusted partner.

Examining the new entity's needs, LevelBlue quickly determined what was required: an established security program, with requisite policies and processes in place; email security and threat management; and full remediation with a two-hour service level agreement and full-time support; cybersecurity leadership and program development; and access to consultants who could develop a bespoke approach, serve as advisors, and provide project management and orchestration.

A Five-Year Strategy

LevelBlue's proposed approach was encapsulated in a five-year, phased timeline to provide a strong defense for cybersecurity resiliency. LevelBlue assigned a project manager to work with the company's internal team to orchestrate the new approach as it rolled out. In order of priority, the customer had set out: a managed SOC-as-a-service solution with best-in-class security orchestration, automation, and response; comprehensive endpoint security; and unparalleled service responsiveness.

The initial phase included installation of 1,300 new security devices and the implementation of LevelBlue Endpoint Security with SentinelOne to proactively spot endpoint threats and mitigate them. With email security being a key concern, LevelBlue Secure Workforce powered by Check Point was deployed for secure access to cloud applications, and detection and prevention of phishing and other social engineering threats. The suite of services also included the LevelBlue Managed Vulnerability Program with vulnerability, asset, and patch management in one solution managed by the LevelBlue Consulting team, and correlation of threat data through a SIEM using the LevelBlue Labs threat intelligence platform.

Since the initial rollout in mid-2024 the customer has expanded its internal team, with LevelBlue continuing to provide supplemental support, including a full-time project manager who manages the relationships with the various suppliers.

No Bar Too High

As a 'new' company—albeit one with an enviable record of success—being stood up and financed by a global investment firm, LevelBlue's customer attracted a lot of unsolicited offers from managed SOC providers. When competition heats up to that degree, it's not unusual for would-be suppliers to make impressive claims. As a consequence, the SLA for this deal set a high bar.

It was a bar LevelBlue was very comfortable with, knowing that it had the relationships with external vendors and had the internal expertise to deliver on its promises.

As it moves into its newly managed cybersecurity future, LevelBlue's customer has some impressive business outcomes it can point to, including: a single supplier that can ensure its cybersecurity resiliency; a fully managed security program that is aligned to NIST's framework for cybersecurity; a well-developed process for automation, detection, response, and remediation that aligns to the SLA; and white glove services that support all of its critical business security needs.

About LevelBlue

We simplify cybersecurity through award-winning managed security services, experienced strategic consulting, threat intelligence and renowned research. Our team is a seamless extension of yours, providing transparency and visibility into security posture and continuously working to strengthen it.

We harness security data from numerous sources and enrich it with artificial intelligence to deliver real-time threat intelligence. This enables more accurate and precise decision making. With a large, always-on global presence, LevelBlue sets the standard for cybersecurity today and tomorrow. We easily and effectively manage risk, so you can focus on your business.

Cybersecurity. Simplified.

Contact us to learn more, or speak with your LevelBlue sales representative.